

**Utility Billing, Water Safety, Avoiding Frozen Pipes and Think Before you Flush.**

**Notice Update:** *This notice was updated 3/26 to clarify the City's temporary suspension of applying penalties.*

We understand this is a stressful time for our community and for the households and businesses we serve. Please know that we are here for you and are committed to taking all necessary steps to maintain safe and reliable water service.

**Utility Billing/Waiver of Penalties and Shut-offs:** To help mitigate unintended harm from the COVID-19 pandemic, the City of Soldotna is temporarily suspending all utility shutoffs due to lack of payment. During this emergency, penalties will not accrue on outstanding balances. Providing access to clean water for drinking, cooking, and washing hands remains critical to preventing the spread of COVID-19, and is an essential function of the City that will be given high priority.

City residents should continue to pay their utility bills on time if able. The lobby at City Hall is closed; however, payments can still be made over the phone, online, in the drop box at City Hall, or by mail. Call us at 262-9107 to find out more.

**Water Safety:** Though COVID-19 has temporarily changed the way we live and interact, please know you can continue normal use of tap water. COVID-19 has not been detected in drinking water supplies.

**Avoiding Frozen Pipes:** If you are on City water and have had freeze-ups in the past, please continue to run your water (about the thickness of a #2-pencil lead) through April 30 to help prevent frozen pipes.

**Think Before you Flush:** Please remember toilets are not garbage cans. Flushing anything other than human waste, toilet paper, and wastewater down the sewer system can damage the City's infrastructure and our natural environment, and can result in backups or overflows at a time when we are focused on maintaining uninterrupted service for all our utility customers. Thank you for your cooperation. Additional information can be found at:

<https://www.soldotna.org/departments/utilities/what-not-to-flush>

**Preventing the Spread:** Handwashing is critical to preventing the spread of COVID-19. We strongly encourage you to follow CDC and other health organization guidelines, which recommend frequent hand washing for at least 20 seconds paired with other preventative measures.

**Resources:** For up to date information on COVID-19, please visit the State of Alaska, Department of Health and Social Services (DHSS) website at [www.coronavirus.alaska.gov](http://www.coronavirus.alaska.gov) or the Center for Disease Control (CDC) website at [www.cdc.gov/coronavirus](http://www.cdc.gov/coronavirus).

Please know, the City of Soldotna is prepared to keep safe water flowing. We continue to have staff and infrastructure in place to maintain water service around the clock, to help keep families healthy, clean, and hydrated. For general inquiries, please call City Hall at 907-262-9107 and we will respond to you as quickly as possible. For water/sewer emergencies only, please contact 907-262-4205.